

OCT 19 1992

# COMMITMENT TO ACTION

a Conference on  
**WORKPLACE HEALTH AND SAFETY**

## CONFERENCE SUMMARY

April 28, 29 & 30, 1992

Holiday Inn Crowne Plaza  
101 Street at Bellamy Hill  
Edmonton, Alberta

A project of the Forum for Action on Workplace Health and Safety  
with funding from the Occupational Health & Safety Heritage Grant Program



The canary is a well known symbol of workplace health and safety. It was adopted by this Conference to recognize the progress that has been made on many fronts, and to also remember that there is still much to do.



## A. EXECUTIVE SUMMARY

The Forum for Action on Workplace Health & Safety was created after a series of meetings between industry, labour and government. The participants saw a need to improve Alberta's workplace safety record, and for a group to act as a catalyst and advocate for workplace health and safety in Alberta. The individuals who make up the Forum have a personal interest in health and safety and represent the interests of all workers and employers.

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## **A. EXECUTIVE SUMMARY**

The Forum for Action on Workplace Health & Safety was created after a series of meetings between industry, labour and government. The participants saw a need to improve Alberta's workplace safety record, and for a group to act as a catalyst and advocate for workplace health and safety in Alberta. The individuals who make up the Forum have a personal commitment to health and safety and represent the interests of all workers and employers.

The Forum for Action on Workplace Health and Safety ("the Forum") sought funding in September 1991 from the Heritage Grant Program for a conference on occupational health and safety as a follow up to the Banff Roundtable held in March 1989.

The Conference theme was "Commitment to Action", with the agenda focusing on partnerships and teamwork. The primary Conference objectives were:

- i. review occupational health experience in Alberta since 1989;
- ii. present "partnerships" and "teamwork" as necessary ingredients in achieving the Forum's Vision for Alberta as the province with the lowest rates of work related illness and injury;
- iii. stimulate participants to develop and promote partnerships at their worksites, within their industries, between industry, labour and government.

The Alberta Chamber of Resources managed the project on behalf of the Forum. Susan Ruffo was contracted to facilitate the Conference. A subcommittee of the Forum was struck to provide input into the Conference agenda. Members of this Subcommittee were Larry Odegard, Don Aitken, John Ottery, Alex Gordon and Denis Lyons.

The Conference was held at the Holiday Inn Crowne Plaza in Edmonton on April 28, 29 and 30, 1992. April 28th was chosen as the opening date of the Conference to commemorate the Day of Mourning for workers who have lost their lives, been injured or become ill as a result of their work.

One hundred and sixty-nine participants were sponsored by companies and unions. AOHS staff, WCB staff, Forum members, speakers and workshop leaders brought the total number attending the Conference to 234.

Evaluations of the Conference were completed by over 50% of the participants. The responses indicated that overall the Conference was useful. One of the questions on the evaluation form asked if the Conference encouraged the respondent to make some commitments to improving health and safety. Seventy-two participants identified a commitment they now had to action at the workplace.

## B. CONFERENCE OBJECTIVES

The Conference brought together employers and workers who were already interested in health and safety issues as well as those who had not previously seen the benefits of making health and safety a priority. It was intended to provide opportunities to:

- \* discuss issues and commit to action to promote healthy and safe workplaces
- \* hear progress reports from the health and safety scene in Alberta, other provinces and internationally
- \* learn about innovative workplace, industry and community programs that have been developed and are being delivered in Alberta
- \* discuss employer, worker, union, government and industry association perspectives on health and safety issues
- \* meet others who share your concerns about workplace health and safety
- \* commemorate April 28th, the National Day of Mourning for workers who have lost their lives, been injured, or become ill as a result of their work

## C. SUMMARY OF PARTICIPATION

It was an objective of the Forum for Action members to encourage "workplace teams" to attend the Conference, and a reduced registration fee was offered for a team of two management and two worker/union representatives. A listing of all participants is attached. The following is a summary of participant numbers:

TEAMS:	19 teams	=	83	participants
COMPANY SPONSORED:	29 companies	=	45	"
UNION SPONSORED:	25 unions	=	34	"
INDIVIDUAL REGISTRANTS:		=	7	"
AOHS STAFF:		=	12	"
WCB STAFF:		=	8	"
FORUM MEMBERS:		=	11	"
SPEAKERS AND WORKSHOP LEADERS:		=	31	"
CONFERENCE STAFF:		=	3	"
TOTAL		=	234	



## **D. CONFERENCE AGENDA**

### **COMMITMENT TO ACTION: A CONFERENCE ON WORKPLACE HEALTH AND SAFETY**

**April 28, 29 & 30, 1992**

#### **Tuesday, April 28, 1992**

- |         |  |
|---------|--|
| 5:30 pm | Registration and Reception   |
| 6:30 pm | Dinner   |
| 7:30 pm | Opening Remarks and Welcome  |
|         | Day of Mourning Commemoration  |
|         | - Don Aitken, President<br>Alberta Federation of Labour                      |
|         | "Commitment to Action on Workplace Health and Safety"                        |
|         | PAUL FORDER, Vice-Chairperson, Ontario Workplace Health<br>and Safety Agency |
| 9:00 pm | Icebreaker Social  |

#### **Wednesday, April 29th**

- |                  |  |
|------------------|--|
| 7:30 - 8:30 am   | Continental Breakfast - Foyer  |
| 8:30 - 10:00 am  | Conference Opening   |
|                  | Greetings from Hon. Peter Trynchy, Minister Responsible<br>for Occupational Health and Safety and Workers'<br>Compensation |
|                  | Panel Discussion   |
|                  | "From Commitment TO Action - A Progress Report"  |
|                  | PANEL MEMBERS:   |
|                  | Vern Millard, Workers' Compensation Board  |
|                  | Robert Laidlaw, Upstream Petroleum Industry  |
|                  | Dennis Malayko, Alberta Union of Provincial Employees  |
| 10:00 - 10:30 am | Refreshment Break  |

- 10:30 - 12:00 noon      "Progress in Other Jurisdictions"
- PANEL MEMBERS:**  
 Paul Forder, Labour Vice-Chair, Health & Safety Agency, Ontario  
 Robert McMurdo, Management Vice-Chair, Health & Safety Agency, Ontario  
 Maureen Shaw, Chairperson, Canadian Centre for Occupational Health and Safety  
 Philip Raworth, Business Faculty, University of Alberta
- 12:00 - 1:30 pm      Luncheon - Salon B  
 Greetings from City of Edmonton  
 Alderman Brian Mason
- 1:30 - 4:30 pm      **WORKSHOPS: Current Programs and Issues**
- A.      1:30 - 2:15 pm**
1. Food & Beverage Manufacturing Industry Project
  2. Marketing H&S Initiatives to Small Business
  3. WHMIS Training Programs
  4. Occupational Health Physicians
  5. Environment & the Workplace
- B.      2:30 - 3:15 pm**
6. WCB Claims and Assessments
  7. Community Impact of Injury & Illness Prevention
  8. Back Injury Prevention Programs
  9. Tools for Successful Health & Safety Programs
- C.      3:30 - 4:15 pm**
10. WCB Window of Opportunity Initiatives
  11. Canadian Centre for Occupational Health & Safety
  12. Partnerships in Health and Safety
  13. Substance Use and the Alberta Workplace
  14. Farm Safety Program
- 4:30 - 6:00 pm      Free time
- 6:00 - 9:00 pm      Light Supper, Films, Displays & Door Prizes  
 Organized by the University Hospitals Injury Awareness and Prevention Centre



## **Thursday, April 30th**

- 7:30 - 8:30 am** Continental Breakfast - Foyer
- 8:30 - 9:45 am** "Partnerships and Teamwork: Stakeholder Issues and Making It Happen"
- PANEL MEMBERS:**  
Doug Cattran, Dow Chemical Canada  
Winston Gereluk, Alberta Federation of Labour  
Dr. Hugh Walker, Alberta Occupational Health & Safety
- 9:45 - 10:15 am** Refreshment Break
- 10:15 - 11:30 am** Continuation of panel discussion
- Brad Ellingson, Injured Worker  
Ray Eshpeter, Alberta Municipal H&S Association  
Ken Pals, Workers' Compensation Board
- 11:45 - 1:00 pm** Luncheon - Salon C
- "Acting on Commitment"
- SPEAKER:** Kenneth M. Dye, President & CEO, Workers' Compensation Board of British Columbia

## E. SUMMARY OF PROCEEDINGS

Tuesday, April 28th, 1992

A Commemoration to the Day of Mourning opened the Conference. April 28th is recognized across Canada as a day to remember the workers who are killed and injured on the job. It is also a day to rededicate efforts to work toward making workplaces healthier and safer.

PAUL FORDER

Labour Vice Chairperson, Ontario Workplace Health and Safety Agency

Stephen Lewis had been scheduled to speak; however, became ill and was not able to travel to the Conference. Mr. Forder kindly agreed to step in, virtually at the last minute, and addressed the issues surrounding "Commitment to Action on Workplace Health and Safety".

Mr. Forder congratulated the members of the Forum for Action on Workplace Health and Safety for their efforts in bringing workers, employers and government together to discuss critical issues. He particularly wanted to address the importance of focussing on action, rather than simply words.

He referenced a number of tragic statistics and cases, but concluded that the case of workplace health and safety is not hopeless. However, we need the will to make things happen - we need political will, corporate will and the will of the labour movement. Together we need the will to speak with one voice and mean it.

Political will is often lacking. The recent slashing of funding for the Canadian Centre for Occupational Health and Safety is an example of fundamental protection of Canadian workers' health and safety being subject to political whim. Fortunately, the provinces were able to pick up where the federal government failed CCOHS and the inquiries service will continue.

Many corporations have enlightened management that understand the payoff in investing in workplace health and safety. However, there are still those who are prepared to say one thing and do another.

Business and labour are being challenged in Ontario to work together through the Workplace Health and Safety Agency to be directly accountable for improving workplace health and safety. This new initiative of bi-partism did not just happen. Their history of government intervention not being effective resulted in the provincial government empowering business and labour to take on the responsibility of addressing issues and resolving them.



This Conference is about action. There is no shortage of solutions. It just takes commitment, good will, respect and leadership. Mr. Forder challenged the participants at this Conference to continue and increase their efforts to move the yardstick forward so that next year on April 28th, when we pause to mourn for the dead and fight for the living, there will be a lot more living to fight for.

### **Wednesday, April 29th**

**8:30 - 8:45 am**

**Conference Opening**

- Larry Odegard, President  
Alberta Healthcare Association

Greetings from Hon. Peter Trynchy, Minister Responsible  
for Occupational Health and Safety and Workers'  
Compensation

**8:45 - 10:00 am**

**"From Commitment To Action - A Progress Report"**  
- Panel Discussion

In 1989, the AOHS Minister's Advisory Council organized the "Banff Roundtable" where representatives from industry, labour and government discussed a consensus list of key issues surrounding workplace health and safety. This panel provided a report from government, industry and labour on initiatives undertaken and progress that has been made since 1989.

#### **PANEL MEMBERS:**

- Vern Millard, Chairman, Board of Directors,  
Workers' Compensation Board
- Robert Laidlaw, President and Chief Executive Officer,  
Gibson Petroleum
- Dennis Malayko, Occupational Health and Safety  
Representative, Alberta Union of Provincial Employees

**10:30 - 12:00 noon**

**"Progress in Other Jurisdictions"**  
Chair: Mark Egener  
Alberta Public Safety Services

This panel presented information from other jurisdictions where commitments to action on workplace health and safety have been undertaken and progress is being made.



## PANEL MEMBERS:

### Bipartism in Ontario

- Paul Forder, Labour Vice-Chair,  
Ontario Workplace Health & Safety Agency
- Robert McMurdo, Management Vice-Chair,  
Ontario Workplace Health & Safety Agency

### Other Canadian Jurisdictions

- Maureen Shaw, Chairperson, Canadian Centre for  
Occupational Health and Safety

### Some European Experiences

- Philip Raworth, Business Faculty,  
University of Alberta

12:00 - 1:30 pm                      Luncheon  
   Greetings from City of Edmonton  
   - Alderman Brian Mason

## **1:30 - 4:30 pm                      WORKSHOPS: Current Programs and Issues**

There were 14 workshops offered in three sessions. During each time slot, four or five workshops were presented which meant that participants could each attend three different workshops.

The workshop topics were chosen to attempt to provide a cross section of issues that are relevant at the worksite level. They were intended to raise the particular issue with participants, with the hope that contacts would be made that would allow exchanges of information at a later date. To facilitate this, we have included a telephone number for the workshop presenters who can be called to provide more details about their presentation.

### **A.      1:30 - 2:15 pm**

#### **1.      Food & Beverage Manufacturing Industry Project**

The Forum for Action on Workplace Health and Safety chose this industry at its first project to bring workers and employers together in an non-adversarial environment to discuss health and safety issues and commit to action. The presenters discussed the Forum's experience in working with this industry.

#### **Presenters:**

- Bob Saari, Canadian Manufacturers' Association and Forum for Action member
- Jim Bell, Alberta Food Processors' Association
- Mark Weleschuk, Alberta Workers' Health Centre

**CONTACT: Bob Saari      426-6622**

## **2. Marketing H&S Initiatives to Small Business**

Identifying health and safety issues for small businesses is, for the most part, straightforward. Marketing h&s initiatives to small business has been quite another challenge. The Alberta Workers' Health Centre "Education for Small Business" was presented as a case study for discussion of marketing strategies.

**Presenter:** Janice Peterson, Alberta Workers' Health Centre  
486 - 9009, or toll free 1-800-661-6053

## **3. WHMIS Training Programs**

The legislated requirements for WHMIS Training Program was presented, along with information on how to tailor a Training Program to meet specific workplace needs.

**Presenter:** Deborah Smith and Associates Inc.,  
Occupational Hygiene Professionals 462 - 0171

## **4. Occupational Health Physicians**

This workshop discussed the role of the occupational physician in a company health and safety program, with a particular focus on oh&s in a general medical practice.

**Presenters:**

- Dr. John Markham, Professor of Occupational Medicine,  
University of Alberta and Forum for Action member 492-6403
- Dr. Wolfgang Schneider, Hillcrest Medical Associates, Hinton

## **5. Environment & the Workplace**

Dr. Cowell identified and discussed connections between occupational health and safety and environmental management from the perspective of his former position as Vice-President, OH&S, NOVA. The essential components of the health, safety and environment strategic framework are policy, standards and audit, which in turn drive the development and implementation of effective operating procedures and actions.

**Presenter:** Dr. John Cowell, Director of Medical Dept. and Work Injury Reduction Program, Workers' Compensation Board of Alberta  
498 - 4124

**B. 2:30 - 3:15 pm**

**6. WCB Claims and Assessments**

This workshop presented the three points of view on Workers' Compensation Claims - the worker's, the employer's and the case manager's.

Presenters:

- Fred Pyke, Workers' Advocate, Alberta Workers' Health Centre  
486-9009, toll free 1-800-661-6053
- John Oster, Loss Prevention Officer, X-L Meats 236-2424
- Dave Verbicky, Manager, Integrated Services Unit, WCB 498-4525

**7. Community Impact of Injury & Illness Prevention**

A case study of a project being developed in Fort McMurray was presented. The impact that social/community marketing can have on workplace injury and illness prevention was discussed. Participants were introduced to the program's mascot, "Safetysaurus", a large green dinosaur who brings the message home.

Presenters:

- Lynda Watson, Research Associate,  
U of A Occupational Medicine Program 492-2783
- Malynda Wheeler, Community Coordinator, Northern Alberta Occupational Health and Safety Resource Centre

**8. Back Injury Prevention Programs**

Back injury prevention is more than proper lifting techniques. This workshop presented the components of a complete back injury prevention program, including how to choose one that is right for your worksite.

Presenter: Kathy Hilborn, Alberta Back School 488-0859

**9. Tools for Successful Health & Safety Programs**

This workshop addressed the challenge of turning health and safety theory into practice. Participants received advice on developing and maintaining effective h&s programs.

Presenter: Professor Laird Wilson  
Faculty of Engineering, University of Alberta  
492-6931



**C. 3:30 - 4:15 pm**

#### **10. WCB Window of Opportunity Initiatives**

A number of Alberta companies have participated in WCB/AOHS Work Injury Reduction Programs. The evaluation results from the pilot project were presented, as well as information on recently developed work injury reduction programs.

**Presenter:** Wally Baer, Associate Director  
WCB Injury Reduction Programs  
427-1228

#### **11. Canadian Centre for Occupational Health & Safety**

An opportunity was provided in this workshop to get hands-on experience with the new CCOHS technology and find out how to access even more of their information.

**Presenter:** Dave Gibson, Gibson Management Consulting  
421-7450

#### **12. Partnerships in Health and Safety**

This AOHS/WCB program seeks to forge more effective links among industry, business, municipalities, contractors, labour, health, safety and training associations. This workshop described "Partnerships", its progress, and how to get involved.

**Presenter:** Barry Munro, Director, Health and Safety Programs  
Alberta Occupational Health and Safety  
427-5566

#### **13. Substance Use and the Alberta Workplace**

A recent study of the Prevalence and Impacts of Alcohol and other Drugs in Alberta Workplaces was presented. The results show that there are specific areas of concern that need to be targetted.

**Presenters:** Dr. David Hewitt, Policy & Program Analysis  
Alberta Alcohol & Drug Abuse Commission 427-4275  
Dr. Lynn Hewitt, Planning and Research,  
Alberta Occupational Health and Safety

#### **14. Farm Safety Program**

The impact that children have on the behaviour and attitudes of their parents is often underestimated. The Farm Safety Program provided both ideas and motivation to capitalize on the influence of children.

**Presenter:** Solomon Kyeremantag, Manager,  
Farm Safety Program, Alberta Agriculture  
427-2186

**4:30 - 6:00 pm**                      **Free time**

**6:00 - 9:00 pm**                      **Light Supper, Films, Displays & Door Prizes**

Organized by the University Hospitals Injury Awareness and Prevention Centre, this evening's presentations provided other perspectives on injury awareness and prevention.

To qualify for door prizes, attendees completed a short quiz and entered it in a draw.

The Injury Awareness and Prevention Centre can be contacted at:  
University of Alberta Hospitals  
8440 - 112 Street  
Edmonton, Alberta  
T6G 2B7  
Telephone: 492-6019

#### **Thursday, April 30th**

**8:30 - 9:45 am**                      **"Partnerships and Teamwork: Stakeholder Issues and Making It Happen"**  
**Chair:** Tom Whiting, AOHS Minister's  
Advisory Council

Everyone has a stake in workplace illness and injury prevention. Joint efforts can make a difference; however, it must be recognized that each stakeholder group has unique issues to deal. Each panel member presented the issues from their point of view that need to be recognized and addressed to allow for continued joint endeavours.

An open discussion followed each set of panel members.

**PANEL MEMBERS:**

- Doug Cattran, Vice President, Hydrocarbons & Energy,  
Dow Chemical Canada Inc.
- Winston Gereluk, Health and Safety Director,  
Alberta Federation of Labour
- Dr. Hugh Walker, Managing Director,  
Alberta Occupational Health & Safety

9:45 - 10:15 am Refreshment Break

10:15 - 11:30 am Continuation of panel discussion

Chair: Bob Saari, Vice-President  
Canadian Manufacturers' Association

- Brad Ellingson, Injured Worker and Worker  
Representative to the Workers' Compensation Board
- Ray Eshpeter, Executive Director, Alberta Municipal  
Health & Safety Association
- Ken Pals, President and Chief Executive Officer,  
Workers' Compensation Board

11:45 - 1:00 pm Luncheon

Chair: Doug Wright, Canadian Federation of  
Independent Business

"Acting on Commitment"

SPEAKER: Kenneth M. Dye  
President & CEO, Workers' Compensation Board of  
British Columbia



Text of Mr. Dye's speech:

Thank you very much for that kind introduction. I want to open my remarks with a story concerning one young man in the British Columbia workplace last year.

He was working as part of a crew on a trail building project in a park. On this particular day, it was his job to operate a kind of all-terrain vehicle equipped with a small dump box on the back. It was his first time driving this vehicle in a real work situation. He had received a 20 minute practical training session the day before. While backing the loaded vehicle down a steep grade, one of the rear tires ran over a brick. Simultaneously, the grade changed.

No one saw the accident. The vehicle had flipped over backwards pinning the young man underneath. His head had struck a rock. He was not wearing a helmet. He later died. Training, supervision and a lack of safety headgear were noted as contributing factors in the accident at the coroner's inquest.

The point of this story is simply this: Behind every fatality statistic is a real human tragedy.

As those involved in the business of occupational safety and health, we share a common "concern" for a safe and healthy workplace. But what I want to talk about goes far beyond concern. I'm here to talk about commitment.

It strikes me that concern is about having an interest in occupational safety and health. On the other hand, commitment means taking affirmative action to drive down the risk of accidents and occupational disease.

I know that talking about workplace fatalities does not make for pleasant luncheon conversation. But we strongly believe that if we don't raise the issue and collectively search for solutions and implement them, the accident numbers will remain intolerably high.

In British Columbia last year, nearly 204 thousand workers reported a claim to the Workers' Compensation Board. One worker is injured in a B.C. workplace every 51 seconds of every working day. Across Canada, the rate is one injury every 12 seconds.

In B.C., more than 34-hundred workers suffered some form of permanent injury last year. Across Canada, more than 30 thousand workers a year suffer some form of permanent injury.

Last year in B.C., there were 141 fatalities accepted by the WCB. They were preventable. Those workers who were fatally injured left behind families and friends who remain deeply affected by those accidents.

In November, we began airing two new television messages depicting the outcome of workplace fatalities. One showed the anguish suffered by a worker's family who had died on the job. The other similar message took place in a hospital emergency room. We have never before had so much response to a set of television messages. Here's a look at what we produced.

(COMMERCIALS 2 X 30 seconds)

Viewer response ran about 70/30 between those in favour and those opposed. Those opposed told us the messages were too intrusive, too graphic and in poor taste. Well, yes, they were intrusive. And yes, they were hard-hitting...and powerfully emotional. For that we make no apologies. Our goal is to see workers going home at the end of the day without threat of injury or disease. As such, these messages were designed to confront the viewer with the ultimate consequences of workplace accidents and the need for safety.

That campaign is now over. Just this week, these commercials were recognized by the TV Bureau of Canada as the best corporate commercials for 1991. While we're obviously pleased with the accolade, our foremost hope is that these commercials have provoked thoughts and actions on the part of workers and employers to prevent future accidents from occurring.

And in addition to the toll in human suffering, the financial cost of workplace injuries and diseases are staggering -- more than 800 million dollars was provided for workers' claims in British Columbia in 1991.

Our new mission statement reflects the seriousness with which we view our mandate to workers and employers. It says:

Workplace safety and health is our challenge.  
Quality rehabilitation and fair compensation is our commitment.  
World leadership is our goal.

As the mission indicates, reducing the risk of accidents and occupational disease is our number one priority.

As I mentioned, we all share a concern and a commitment to create safe and healthy work environments. What we collectively require, then, are effective strategies - strategies for creating safe and healthy work environments which extend beyond coercion of employers or empowerment of workers.

As safety professionals, you know the field of occupational safety and health is undergoing rapid change. New industries are growing, technologies are changing - and through ongoing research - our knowledge of long-term workplace hazards is increasing. We must all keep pace with these changes.

In B.C., the Governors of the WCB are committed to driving down accidents and disease and are taking action. Their highest priority at present is to review all the province's occupational safety and health regulations. To our knowledge, this is the most open and comprehensive review of OSH legislation underway in Canada.

We recognize that effective regulations can only be achieved through a process which respects consensus and involves and relies on those with an interest in the workplace. The bottom line is this: without input from employers, workers and the public, there can be no resulting confidence in the outcome.

As part of the review, we are currently in the midst of a series of 11 public forums to solicit peoples' thoughts about the present regulations and their suggestions and ideas for possible changes. We're also looking for input on educational services, assessment incentives, enforcement activities and more.

Once the forums are completed in early May, we will be reviewing all existing regulations, drafting new proposed regulations, holding public hearings and drafting and publishing new final regulations. The whole process should take about two years.

A key element in the OSH review has been to appoint a regulation advisory committee drawn from industry and workers -- 7 employer representatives and 7 representatives from workers.

The Governors have also recognized that there needs to be a mechanism for ongoing review and update which is responsive to changing knowledge and technology. For example, our present industrial health and safety regulations were promulgated in 1979. The Governors believe that is not acceptable. We have no defined route of action on this as yet, but we are working on it.

The Governors are also committed to drafting new regulations for an industry not presently covered under the WCB inspectional umbrella - farming and ranching. The average number of wage loss claims per year for the period 1986 to 1990 was more than 17 hundred.

Regulations and safety standards are, of course, critical to workplace safety and health. But they can only go so far. All the regulations in the world will not stop workplace accidents if proper safety attitudes are lacking. As such, we need to seek new and innovative approaches to deal with these problems.



One of the new strategies we have undertaken to address this issue is the Construction Safety Officer program in Vancouver. Two years ago, our safety officers found themselves dealing with a rash of near-misses at some of Vancouver's larger downtown construction sites. Hammers and steel support poles were dropping where they weren't supposed to ... in one case, a concrete form came loose while it was being moved and came crashing to the street below.

Clearly, something had to be done. Workers were being put at increasing risk. Passersby on the street were too. Because of the passersby issue, part of the problem was outside the Board's authority to deal with on its own. To achieve an effective solution required the cooperation and assistance of the City of Vancouver, construction employers, workers, unions and safety councils.

Our solution was to put one person in charge of safety on the complex construction sites full time -- the construction safety officer. This program was given statutory authority under a bylaw of the City of Vancouver.

The program has been in place about a year and a half now and our officers report it's produced a noticeable improvement -- better compliance with the regulations, more organized work sites -- and a substantially improved attitude toward health and safety.

As an added benefit, the program is allowing our officers to be more proactive -- to more readily engage in educating workers and employers in recognizing and evaluating work site risks. In addition, our officers report they now have more time to deal with complex issues such as fall protection, concrete grinding, confined space requirements and more.

Right now, Vancouver is the only North American city besides New York to require CSO's. However, as a result of the program's success, other municipalities around Vancouver are looking seriously at the CSO program and we expect it to expand in the near future.

Our experience leads me to believe that every city with complex construction underway should have this type of program.

The CSO program is the kind of innovative approach we are striving for. Simplistically, we could have responded to the problem by writing more compliance orders. But that approach would only have addressed the symptoms, not the root of the overall problem. This response took commitment and consensus to reach an effective solution.

We believe another effective strategy is education -- on the shop floor, in the boardroom, in the classroom and in the media -- an ever expanding focus for us. Our recent television messages have been a part of that strategy. Safe work practice manuals and videos are also a part. And worksite educational presentations are a part of that strategy as well. Last year, our safety and hygiene officers made more than 37 hundred such presentations.

We need to better educate workers and employers about safe work practices -- to more readily recognize and evaluate work site risks. As an example, our Occupational Safety and Health Division recently produced a new interactive video program targeted to fallers in the forest industry. It is a comprehensive training package that ensures fallers are working at acceptable standards - balancing safety and production.

To further meet our educational mandate, we plan to increase our inspection officer visibility on work sites. Last year, our safety and hygiene officers made 51 thousand such inspections. This year, they will do more. We believe this will better assist employers and workers in understanding their compliance obligations and allow an opportunity to provide advice in evaluating risk potential.

Of course, commitments to regulations, education and enforcement are still only part of the answer. Commitment to research is another.

We must all commit to encouraging - and where possible - funding research programs aimed at identifying potential hazards with a view to addressing those hazards. Asbestos fibres, noisy workplaces, irritant gases in pulp mills, repetitive strain injuries and ergonomics are just a few of the issues we need to be addressing.

We also need the fortitude to fund independent, objective reviews of how we as regulatory bodies involved in health and safety do our business. In B.C., a study of our activities in compensation and administration was published last year. Another in occupational safety and health is underway. These studies are giving us a baseline against which we can measure future progress. Our intention is to bring back the reviewers within five years to review us again using the same methodology.

We believe a key to the success of this process is its openness. As a regulatory agency, we recognize that we do not have all the answers. As such, these studies are open to review and judgement by all our interested parties and we are committed to listening and responding to the input provided.

To sum up then, we are all agreed that our collective level of tolerance for risk in the workplace is diminishing. A worker should not be penalized through injury or occupational disease because he or she chose one industry or employer over another.

The stakes are high - measured in human suffering and enormous financial cost.

We need to closely examine our personal and corporate commitments to health and safety in the workplace. If they do not have actions attached, then the commitment is lacking.

We need to commit to the notion that serious accidents don't have to happen, no matter how high the potential hazard. As part of that commitment, we need to re-examine our built-in prejudices that some industries are going to have serious accidents no matter what the actions taken.

And we need to commit to seeking consensus solutions, improving attitudes and updating old habits.

To truly meet the challenge of driving down accidents and occupational diseases, we must demonstrate our concern through commitment to achieving that goal. Effective strategies and actions will follow.

Thank you.



## **F. CONFERENCE EVALUATION SUMMARY**

Participants were asked to complete an Evaluation Form before they left the Conference. Ninety-six (96) evaluations were returned, which was about 50% of the participants.

1. **How did you hear about the Conference?**
  - 50 - my employer
  - 25 - my union
  - 21 - other (specify)
    - AOHS/Forum for Action
    - Industry Safety Council
    - AOHS Council
    - Alberta Federation of Labour
    - throughout my office
    - OH&S committee
    - received brochure
    - co-worker
2. **What attracted you to the Conference or prompted you to register?**
  - 31 - on a health and safety committee or otherwise involved in health and safety at the workplace
  - 11 - general interest in health and safety issues
  - 25 - attracted by the theme - "Commitment to Action" and the opportunity to have management and labour work together
  - 8 - specific workshop topic
3. **How useful did you find the following:**

April 28th

  - a. **Paul Forder**

very useful 1 (7) 2 (23) 3 (23) 4 (17) 5 not useful (5)

April 29th - a.m.

**b. Progress Report from Industry, Labour and Government**

very useful 1 (6) 2 (24) 3 (35) 4 (23) 5 not useful (4)

**c. Progress Report from Other Jurisdictions**

very useful 1 (10) 2 (23) 3 (27) 4 (24) 5 not useful (7)

April 29th - p.m.

**d. Workshops - Current Issues and Programs**

**Workshop No. 1 - Food & Beverage Project**

very useful 1 (0) 2 (6) 3 (1) 4 (1) 5 (2) not useful

**Workshop No. 2 - Marketing H&S to Small Business**

very useful 1 (2) 2 (0) 3 (0) 4 (2) 5 (1) not useful

**Workshop No. 3 - WHMIS Training Programs**

very useful 1 (1) 2 (8) 3 (7) 4 (0) 5 (0) not useful

**Workshop No. 4 - Occupational Health Physicians**

very useful 1 (7) 2 (6) 3 (4) 4 (1) 5 (0) not useful

**Workshop No. 5 - Environment and the Workplace**

very useful 1 (6) 2 (14) 3 (6) 4 (2) 5 (3) not useful

**Workshop No. 6 - WCB Claims and Assessments**

very useful 1 (2) 2 (6) 3 (1) 4 (1) 5 (2) not useful

**Workshop No. 7 - Community Impact of Injury & Illness Prevention**

very useful 1 (2) 2 (7) 3 (7) 4 (1) 5 (3) not useful

**Workshop No. 8 - Back Injury Prevention Programs**

very useful 1 (9) 2 (6) 3 (1) 4 (1) 5 (0) not useful

**Workshop No. 9 - Tools for Successful Programs**

very useful 1 (11) 2 (9) 3 (4) 4 (5) 5 (1) not useful

**Workshop No. 10 - WCB Window of Opportunity Programs**

very useful 1 (4) 2 (4) 3 (5) 4 (3) 5 (1) not useful

**Workshop No. 11 - Canadian Centre for Occ H&S**

very useful 1 (3) 2 (2) 3 (3) 4 (4) 5 (1) not useful



**Workshop No. 12 - Partnerships in Health and Safety**

very useful 1 (0) 2 (5) 3 (9) 4 (3) 5 (2) not useful

**Workshop No. 13 - Substance Use and the Alberta Workplace**

very useful 1 (5) 2 (8) 3 (3) 4 (5) 5 (2) not useful

**Workshop No. 14 - Farm Safety Program**

very useful 1 (2) 2 (3) 3 (0) 4 (0) 5 (0) not useful

**April 29th - evening**

**e. Displays**

very useful 1 (7) 2 (15) 3 (14) 4 (6) 5 not useful (1)

**April 30th - a.m.**

**f. Partnerships & Teamwork - Stakeholder Issues**

Panel - management, labour, government

very useful 1 (21) 2 (28) 3 (26) 4 (12) 5 not useful (4)

Panel - injured worker, WCB, industry association

very useful 1 (21) 2 (27) 3 (22) 4 (7) 5 not useful (2)

**g. Kenneth M. Dye**

very useful 1 (23) 2 (14) 3 (13) 4 (4) 5 not useful (3)

**4. The overall objective of this Conference was to encourage employers and workers to make some commitments to improving health and safety at their workplaces. Did the Conference meet this objective for you?**

yes - 72

**Please list any specific goals you can now identify that you will be acting on when you return to work.**

- WHMIS training and work on a more comprehensive safety program
- safety awards, better training, refresher courses, more liaison between departments who can help
- more involvement and to try to increase awareness
- safety culture

- trying to encourage and promote ongoing, pro-active safety to workers and managers
- 1. increase awareness that the responsibility of safety is in the hands of the worker;
- 2. try to change the culture to ensure that safety is a part of each persons life at home and at work.
- OH&S committee in hospital setting - proactive instead of reactive to management decisions
- I will let all my staff know about the conference, the interest in Canada about h&s, and make my staff more aware of h&s issues. I will get input from my staff on their perspective of issues and possible resolution.
- to get the company to show up
- am involved in negotiations with AUPE contract; will consider perspectives presented by labour.
- to focus on behavioural aspects of safety planning and programming
- to achieve better safety programs with fewer resources through partnering, both inside and outside my company
- more enforcement of safety and employee awareness
- more attention to safety; feedback from staff; inservice with staff re: conference
- changing worker attitudes towards their own jobs; try to get a stronger commitment from management
- include accident prevention (h&s) as part of our marketing of rehab/modified work program
- more active review on the part of the JWH&SC of historical accident trends and follow up of recommendations. Push for more safety oriented training for new employees.
- pass on what I've learned here to my co-workers the best I can
- strive to improve our safety culture
- 1. to develop better partnerships among our members so we can address our hospital's issues; 2. to work with my association (Staff Nurses) to educate others
- make supervisors more accountable
- more worker involvement
- get more union/employee association involvement in health and safety decisions
- decrease time at OH&S committee in arguing over small items and getting on to business; some ideas generated re: OH&S week at my worksite
- yes, I wish our whole committee and administrators had been present. Goals: to continue to work with management in having an active and committed labour/mgmt OH&S committee in our hospital
- union management teamwork
- soliciting more management commitment and union cooperation in promoting H&S to the workers
- encourage more participation by all staff in OH&S issues
- we are going to develop a vision and firm up our directives
- reducing workplace accident rate, encouraging everyone to be more conscious of what accidents can do to them.
- sharing positive experiences with co-workers and nursing administration
- develop a safety culture on a joint basis

- 1. feed back information to management; 2. maintain health and safety as the #1 priority and keep the focus on it.
- get the message out to the worker and enlist all company personnel cooperation
- I will be checking to verify the systems are in place with respect to WHMIS, etc.
- unity in the workplace on OH&S committee
- attitude, cooperation, commitment
- set up back care program at work; more incentive to get fellow workers more safety conscious
- my employer is already very committed to health and safety. I'll just help keep them going in the right direction.
- clean air

no: 13 their comments:

- the commitment was already in place and goals already set
- my employer is already committed
- I am already committed; but will be working on improvement in the organization of our meetings.
- will be encouraging more employee participation in OH&S
- persist on maintaining commitment from upper management toward safety

## 5. General comments about the Conference?

- well done! interesting, stimulating, good interaction
- more time needed for comments/questions
- excellent conference
- somewhat unfocused despite title. Forum members did well but some presenters were awful -- no visible commitments. Too much talking at people, not enough participation.
- it is a very good way to start OHS, but it should have more about setting up OHS courses
- good open discussion on the panels
- fairly good, gave opportunity for both labour and management to get some information and to identify some goals and that they have to work together
- workshops took wrong focus. Should not have been training sessions. Should have been a forum for discussion, exchange of ideas. Development of new and creative approaches.
- please remember that duplication of services is not acceptable. I also felt that although both management and labour were to be represented, many companies only sent labour representatives so much of the benefit of this conference was missed by these companies.
- well done; money well spent! Minimal cost for a great deal of information.
- very interesting conference. Organized well. Good debates. Appreciated being able to attend.
- same stuff; things don't seem to change
- it was somewhat informative, but still didn't show myself how to get commitment from management. Only showed organizational commitment.



- workshops too short in time; selection of speakers - some of them were too focused on the issue
- very informative and in some cases an eye opener
- the subject matter was good (WHMIS, OH&S, Partnerships, Tools for Successful Programs)
- positive step in getting labour and business to talk, exchange ideas, suggest solutions
- fairly good. Seemed at bit pointed at management. Unfortunately, I don't think a lot of managers were in attendance. There was a broad spectrum of information revealed. Something for everyone, all with a strong theme.
- offer more hands on solutions to every day problems encountered in the workplace
- too many political issues involved. Partnership cannot be achieved by continuing to take shots at each other.
- I am disappointed at the attitude some attendees brought to the Conference. Some came with a chip on their shoulder and tried and did read something which supported their chip into statements of the presenters. Safety will never work unless the chips are removed and everyone works together. I hope a summary will be mailed to each participating group. Well done!
- too much Ontario focus. The dynamic between union and management was a positive one in some sessions (e.g. Thurs am), but detracted in others (Tues eve).
- excellent - but not so easily followed up and put in place. A long term to turn it around.
- needed more government people here to answer questions and be lobbied. As usual, good avenue to share problems and solutions and to "kick start" ideas and motivation. Some speakers very dry; some very dynamic.
- excellent start for Forum. May need to have sessions for both people seeking awareness (new to H&S area) and practical problem solving sessions for more experienced H&S
- we have a government that refuses to get involved; businesses that fear cost and make safety manuals and leave it up to dumb workers; and a worker that fears more for his job than his safety.
- more balanced participation of business (employers/mgmt). This conference appeared to be too weighted to labour (organized) perspective. As well, need to have more representation to non organized workers who comprise some 90% of the labour force.
- too management oriented - management patting management on the back for doing a good job.
- it seemed to be more a selling job from the government than anything else.
- Not enough participation for me. Suggest "round table" discussions on topics with people at tables from various industry, governments and employees and management.
- the speakers on the last day were well versed and caused more discussion. This part was exciting.

- I'm tired of spending money on conferences where the same speakers reiterate the same speeches. There seems to be lots of rhetoric and not enough valuable action on safety. I would like to see some people in positions of authority get off their butts and initiate some useful action instead of another conference. I heard of safety in Alberta moving in the right direction but that depends on where you stand and which way you face. Not all people in Alberta play on the same field or with the same rules.

The objective of the Forum for Action should be to organize all existing safety organizations in the province under one administrative roof, with universal goals and objectives.

There is a lot of talk about tripartite and bipartite partnerships but all I see is individual companies spearheading programs that benefit their workplaces. Everyone else just grabs hold of their coattails or otherwise tries to involve themselves to say "look what the government is doing with labour and business, when it is really a single company and that company's labour that did all of the work. It's time in Alberta for all safety associations to be brought under one umbrella to objective action, effectiveness, save monies, and ultimately get all of industry, labour and government doing what they say they want to do. I wanted to see how govt, labour and industry would communicate on safety issues--they couldn't.

**6. Do you have any suggestions for topics for future workshops, seminars or conferences that the Forum for Action of Workplace Health and Safety may be able to offer?**

- an annual event would be great, with more opportunities for learning, participating, achieving results on issues.

- basics of self-evaluation of health and safety performance/programs - a real "hands on, how to do" when you get back to the workplace. How do you know if you have the right things in place and whether or not they are working.

- more workshops that last a little longer to enable more discussion on the topics

- should have training program for safety rep where both union and management can attend and backed by both parties

- 1. Health - and WCB is responding to that; 2. Education, awareness to new worker: young, immigrant about rights and responsibilities related to H&S

- possibly an open debate between a group of union reps vs management on issuing and continuing use of safety policies. Instead of having workshops, possible have a mini trade show so a person could spend more time in key interest areas. More literature could be distributed.

- focus on health and safety in hospitals - what works, what doesn't work

- behavioural assessment and implementation of programs which change attitude from irrational risk taking to studied risk taking

- more involvement from the smaller private sector, especially safety and health consultants

- keep the momentum and hold forums regularly - means for monitoring progress of H&S and for information sharing and networking

- presentations on successes with 1. partnering 2. involvement of labour

- changing the safety culture

- workshops on cost analysis of a OH&S program
- evaluation of existing OH&S program
- specific programs in education and training that have been set up or developed
- include discussion of how we can manage and reduce the human and financial costs of claims. Reduction of re-injury back at the workplace. "Safe return of injured workers to employment"
- some speakers from lower organizational levels; field members of committees describing how their team works. Too much emphasis at this seminar on the visions and dreams of CEO's, presidents, etc.
- on alcohol and drug abuse - more emphasis on ways of identifying workers with a problem and how to approach them
- possible organization of occupational medicine centres within the province may be a worthwhile workshop. Possible workshop with injured workers speaking on safety/accident prevention.
- more worker participation. We talk partnership and cultural revolution but we need to ensure there is a system to enable this to filter down to the labourers. How do we communicate what we have learned these past few days down to the workers?
- Look at topics that address issues where patient-client requiring service has rights that conflict with rights of workers for protection of health and safety. How culture of health care setting must adapt to H&S needs of employees in 1990's and 21st century.
- focus on specific industries
- 1. suggest some levels of information or workshops:
  - a. basic or new to OH&S
  - b. having had basic info or some time on Committee; getting more details
  - c. advanced level
- 2. Cost effectiveness for H&S; how to do this with less \$\$; what novel ideas are out there?
- 3. panel method good - short speeches and questions - good use of time.
- Safety Programming, Worker Needs
- handling pesticides for the farmer. What information does the farmer get? i.e. special breathing apparatus, clothing, etc.
- I am fascinated by Japan's injury rate. Can we learn from other jurisdictions?
- hospital administration involvement. Mental stress involved with WCB Claims and being off work - lack of self esteem, depression, family stress, etc.
- 1. occupational health physicians - concerns surrounding the doctor's role; 2. alcohol and drug abuse; 3. myths and misconceptions about the tripartite stakeholders; 4. education of young children in schools; 5. minorities - immigrant workers - language barriers to understanding health and safety
- back injury prevention workshop
- smoking in the workplace



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CALGARY T2K 4H5  
- Kathy Bouwmeester

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925 - 18 Avenue North West  
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3. Ruth Nielsen  
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4. Keith Smith  
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8. Phil Kilpatrick  
Central Region - AOHS  
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EDMONTON T6B 2R4
9. David Choong  
Central Region - AOHS  
9321 - 48 Street  
EDMONTON T6B 2R4
10. Jim Shaffer  
Central Region - AOHS  
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12. Marlene Gibb  
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## **FORUM FOR ACTION ON WORKPLACE HEALTH AND SAFETY - MEMBERS**

1. Don Aitken, Alberta Federation of Labour
2. Mark Egner, Alberta Public Safety Services
3. Alex Gordon, Alberta Chamber of Resources
4. Denis Lyons, General Secretary
5. Dr. John Markham, Workers' Health Centre
6. Ed Motowylo, National Farmers' Union
7. Larry Odegaard, Alberta Healthcare Association
8. Bob Saari, Canadian Manufacturers' Association
9. Hugh Walker, Alberta Occupational Health and Safety
10. Tom Whiting, Ministers Advisory Council, OH&S
11. Doug Wright, Canadian Federation of Independent Business

## **SPEAKERS AND WORKSHOP LEADERS**

1. Wally Baer, WCB
2. Jim Bell, Alberta Food Processors' Association
3. Doug Cattran, Dow Chemical Canada
4. Dr. John Cowell, WCB
5. Kenneth M. Dye, WCB of British Columbia
6. Brad Ellingson, WCB Board of Directors
7. Ray Eshpeter, Alberta Municipal H&S Association
8. Paul Forder, Ontario Workplace Health and Safety Agency
9. Winston Gereluk, Alberta Federation of Labour
10. Dave Gibson, Gibson Management Consulting
11. Dr. David Hewitt, AADAC
12. Dr. Lynn Hewitt, AOHS
13. Kathy Hilborn, Alberta Back School
14. Solomon Kyeremanteng, Alberta Farm Safety Program
15. Robert Laidlaw, Gibson Petroleum
16. Dennis Malayko, Alberta Union of Provincial Employees
17. Robert McMurdo, Ontario Workplace Health and Safety Agency
18. Vern Millard, Workers' Compensation Board
19. Barry Munro, AOHS
20. John Oster, X-L Meats
21. Ken Pals, Workers' Compensation Board
22. Janice Peterson, Alberta Workers' Health Centre
23. Fred Pyke, Alberta Workers' Health Centre
24. Philip Raworth, University of Alberta
25. Dr. Wolfgang Schneider, Hillcrest Medical Assoc, Hinton
26. Maureen Shaw, Canadian Centre for Occupational Health and Safety
27. Deborah Smith, Deborah Smith & Associates
28. Dave Verbicky, Workers' Compensation Board
29. Lynda Watson, University of Alberta
30. Mark Weleschuk, Alberta Workers' Health Centre

31. Maiynda Wheeler, Norther Alberta OH&S Resource Centre
32. Laird Wilson, Faculty of Engineering, U of A

#### **CONFERENCE STAFF**

Carmen Fortier, Sita Ramamoorthy and Susan Ruffo



## **H. RESOURCES**

### **ALBERTA OCCUPATIONAL HEALTH AND SAFETY**

The following Regional Offices provide a wide range of occupational health and safety consulting services and expertise, in addition to work site inspections and accident and complaint investigations. Posters, booklets and bulletins are also available from the offices.

Calgary Regional Office  
2nd Floor, 1021 - 10 Avenue SW  
Calgary, Alberta T2R 0B7 297-2222

Central Regional Office  
5th Floor, Provincial Building  
4920 - 51 Street  
Red Deer, Alberta T4N 5Y5 340-5170

Edmonton Regional Office  
9321 - 48 Street  
Edmonton, Alberta T6B 2R4 427-8848

North Central Regional Office  
9321 - 48 Street  
Edmonton, Alberta T6B 2R4 422-6608

Edson Office  
Provincial Building  
111 - 54 Street  
Edson, Alberta T0E 0P0 723-8312

Fort McMurray Office  
6th Floor, Provincial Building  
9915 Franklin Avenue  
Fort McMurray, Alberta T9H 2K4 743-7202

Vermilion Office  
2nd Floor, Provincial Building  
4701 - 52 Street  
Vermilion, Alberta 853-8140

Northwest Regional Office  
3rd Floor, Provincial Building  
10320 - 99 Street  
Grande Prairie, Alberta 538-5249

Southern Regional Office 3rd Floor, Chancery Court 220 - 4 Street South Lethbridge, Alberta T1J 4J7	381-5522
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Medicine Hat Office 3rd Floor, Provincial Building 770 - 6 Street S.W. Medicine Hat, Alberta T1A 4J6	529-3530
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**Other Services**

Communications Legislative Affairs Heritage Grant Program Research and Statistical Information	427-8943
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Library, Main Collection	427-3530
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Library Audiovisual Collection	427-4671
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Health Advisory Services	427-6724
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Radiation Health Services	427-2691
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10709 Jasper Avenue  
Edmonton, Alberta T5J 3N3

Library, Calgary Collection 3rd Floor, 1021 - 10 Ave SW Calgary, Alberta T2R 0B7	297-7860
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**WORKERS' COMPENSATION BOARD OFFICES**

Head Office P.O. Box 2415 9912 - 107 Street Edmonton, Alberta T5J 2S5	498-4000
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**Regional Offices**

132 - 16 Avenue N.E. Calgary, Alberta T2E 1J5	297-3460
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10022 - 102 Avenue Grande Prairie, Alberta T8V 0Z7	538-5421
---	----------

212 - 13 Street South  
Lethbridge, Alberta T1J 2V4 381-5339

102 Chinook Place  
623 - 4 Street S.E.  
Medicine Hat, Alberta T1A 0L1 529-3624

208 Centre 5010 Building  
5010 - 43 Street  
Red Deer, Alberta T4N 6H2 340-5357

## **GOVERNMENT OF ALBERTA PUBLICATION SERVICES**

Copies of the Occupational Health and Safety Act and Regulations, as well as the Workers' Compensation Act are available for purchase from these offices:

Queen's Printer Bookstore  
11510 Kingsway Avenue  
Edmonton, Alberta T5G 2Y5 427-4952

Queen's Printer Bookstore  
Main Floor, McDougall Centre  
455 - 6 Street S.W.  
Calgary, Alberta T2P 4E8 297-6251

## **ALBERTA WORKERS' HEALTH CENTRE**

This is a labour-sponsored occupational health and safety resource and referral service which provides education, research and advocacy to all Alberta workers.

111, 10451 - 170 Street  
Edmonton, Alberta T5P 4T2 In Edmonton 486-9009  
Toll Free 1-800-661-6053

## **UNIVERSITY OF ALBERTA FACULTY OF MEDICINE**

Occupational Health Program  
13 - 103 Clinical Sciences Building  
Edmonton, Alberta T6G 2G3 492-6291



**UNIVERSITY OF CALGARY FACULTY OF MEDICINE**

Southern Occupational Health Resource Service  
a telephone inquiry service for small workplaces  
3330 Hospital Drive N.W.  
Calgary, Alberta T2N 4N1

220-8285

**CANADIAN CENTRE FOR OCCUPATIONAL HEALTH AND SAFETY**

250 Main Street East  
Hamilton, Ontario L8N 1H6  
Toll free 1-800-263-8276

(416) 572-2981







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